

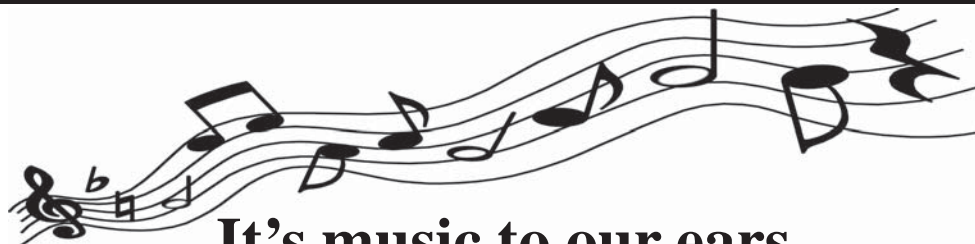
# In touch with

# Norfolk CSB

July-August 2003

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## It's music to our ears

I need to express to you my deep appreciation and to recognize the hard work done by **Mr. James Mitchell**, Case Manager, on behalf of my family and especially my sister. I need you to know that James did a great job in working on her behalf to get her benefits and other needs addressed as quickly as possible.

*Your organization was the safety net for my sister and I am thankful beyond words.*

As you know, we lost our mother this past February and she was my sister's caregiver for her entire life. This event put my sister in a crisis situation, as there are no other immediate family members living in Norfolk. We managed to keep her safe for several weeks while the paperwork and various choices were put into place for her to try to live on her own. This was difficult for her as she was moving back and forth from Richmond to Norfolk on a weekly basis. However, thanks to James Mitchell and your entire staff at Norfolk CSB, she began living in a Hope House apartment in May. I am sure that James Mitchell and many others did work behind the scenes that I don't even know

about to help my sister. I do know that during one period of time I was calling James and you virtually everyday to inquire about the status of various benefit programs. I

appreciate both the assistance and patience displayed by everyone in your office.

I knew virtually nothing about many topics that were

important for my sister's future and James Mitchell walked me through the right steps and the correct paperwork. From the Medicaid Waiver program, to temporary housing, to permanent living options with caregivers, James kept me informed and educated along the way. He answered all of my questions and helped us in a significant way during this crisis.

I thank you for all of his time, training and efforts. I commend his work to you and to the Norfolk CSB. I appreciate having such a fine person as a Case Manager for those clients that need the most help in life. Your organization was the safety net for my sister and I am thankful beyond words. 🐸

—Letter to Tim Capoldo from the brother of a Mental Retardation Services Client



In Touch With Norfolk CSB is published monthly to provide a channel for 360° communication between staff, volunteers, clients and management.

If you wish to make suggestions to In Touch With staff, please call Sandy Johnson at 441-5300.

### Editor

Sandra R. Johnson

### Reporter

Kevin A. Girard

### Contributor

Valerie Glassman

## Norfolk CSB Insider: Larry Wooster, One Extraordinary Volunteer



With his soothing voice, easygoing style, and Andy Rooney eyebrows, Larry Wooster is a very pleasant fellow to be around. He is also the best kind of volunteer an organization can have—the kind that stays around.

Larry has volunteered at Hospitality Center since June of 1991, leading a variety of self-help groups. The purpose of many of these groups has been to demystify mental illness and help those who are mentally ill realize that they are not alone. They even have a motto—“develop your po”—potential, that is.

At first, most people diagnosed with a mental illness feel hopeless about their future. Through his groups, Larry helps people realize that there is hope beyond mental illness.

Most of his groups at Hospitality Center have consisted of ten to twelve people who meet weekly to take a look at the scary, psychotic side of mental illness. They do this with dispassion instead of fear, discussing such mysterious things as hearing voices. Together, they work to differentiate what is real from what is not, and discuss their feelings and emotional reactions to psychotic events.

This is a powerful thing. When it all comes together, the members of the group come away with a better understanding of their illness, a greater awareness of its symptoms, and insight as to how to take control of as much of their lives as possible. This is pretty heavy stuff, but not as heavy as having to try to work it all out on your own.

While in graduate school in 1985, Larry was assigned the task of making a scrapbook of his life and coming up with some life goals. His goal was then as it is now—to help as many mentally

ill as possible at as low a cost as possible. He says, “I feel a sense of satisfaction doing God’s will as I prayed about and wrote about in my 1985 project.”

The group he is working with now at Hospitality Center recently voted to transition from a self-help group into a study group that meets each Wednesday to read the Bible. They expect the session to last several weeks.

Here are some more facts I thought you might like to know about Larry.

**Hometown:** Albany, Georgia (Larry was born into a military family)

**Birth Date:** March 27

**Marital Status:** Divorced

**Years in Hampton Roads:** 21

**Favorite Food:** Broiled fish

**Favorite Movie:** Most recently, “Bruce Almighty”

**Favorite Book:** “Illusions” by Richard Bach

**Favorite Music:** Classical piano

**Hobbies:** Walking, conversing

**Smartest Thing You’ve Ever Done:** Bow to God

**Years at the CSB:** Twelve

**What do you like most about your volunteer work at the Board?** The surprising insights I get from clients!

**Profession:** Licensed Professional Counselor with sixteen years of experience counseling individuals, groups, families, children and adolescents with a diverse array of disorders.

**Professional Memberships:** American Counseling Association, American Mental Health Counselors Associations, American Association for Christian Counselors

**If you could not continue in your current profession, what would you most like to do?** I’d like to be a dog and cat trainer.

**First Jobs:** Navigator, AC-47 (Air Force); Civil Affairs Officer

*The purpose of many of these groups is to demystify mental illness and help those who are mentally ill realize that they are not alone. They even have a motto—“develop your po”—potential, that is.*

*continued on page 3*

**Ideal Job:** My present job is the best—counseling in independent practice.

**Secret to Success:** Persistence

**Who do you most admire?** Jesus Christ, Abe Lincoln, Chief Tran Van Thai (Viet Nam), Dr. Fred Hodges (Virginia Beach)

**Who is currently the most important person [or un-person] in your life?** My black Lab, "Minx." 🐾

—Sandy Johnson, Public Relations

## Consumer Corner

Here is some positive feedback from Substance Abuse Services clients who receive treatment at the Tidewater Drive Center. . .

*"I would like to commend **Gloria Polite**. She is an excellent counselor—patient, understanding, and you don't feel like you are being judged or 'studied.' You leave her office feeling like you're on your way to accomplishments. She is direct, precise, and no-nonsense. You need more counselors like Ms. Polite."*

*"I think **Jan [McIntosh-Chambers]** is the best teacher I've ever met. I now know how to solve my problems and not run away from them. I know that I don't have to use drugs ever again. I thank God for her. I'm not afraid of life any more. She is very special."*

*"Best thing that ever happened to me. I thought there was no hope for me and I was going to be on drugs for the rest of my life. I thank God for all of you for giving me the tools and armor to fight back."*



## Stork Report

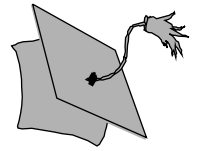
**Pamela Holloway and Jay Jennings** had a baby boy on May 20th at 5:04 p.m. **Makai Isaiah** Jennings weighed in at 5 pounds, 11

ounces and was 19 inches long. Pam is a Human Services Aide with PACT in Mental Health Services.

**Aaron and Annie Tran** are celebrating the birth of their son, **Derek**, born on May 30th. Derek weighed in at 6 pounds, 10 ounces, and was 19" long. Aaron works in Information Services. 🐾

## Congratulations

**Takecha Jones** received her Master's Degree in Social Work from Norfolk State University in May. Takecha is a Case Manager with the Substance Abuse Day Treatment Program.



**Spencer Boone** has received his LSATP (Licensed Substance Abuse Treatment Practitioner) from the Virginia Board of Counseling. Spencer is a Counselor with the SA Day Treatment Program.

**Gloria Quince** recently received her CSAC (Certified Substance Abuse Counselor). Gloria is an Office Assistant in Mental Health Administration.

**Libby Damron and Thomas French** were married on June 14th. Libby is a Case Manager with Mental Retardation Services.



**Marcelina Abreu and Michael Hardy** exchanged wedding vows on Saturday, June 28th in Havelock, North Carolina. Marcelina is a Counselor with Mental Health Supportive Living.

**Trish Weller and Maxwell Fowler** exchanged wedding vows on Saturday, June 28th. Trish is Program Supervisor for Prevention and Youth Services.

**Bonnie and Robert Grifa** celebrated their 25th wedding anniversary on July 15th. Bonnie is Program Supervisor at Infant Development and Early Intervention. 🐾

## Who's who/who's new

Mental Health Services welcomes **Adrian Worth**, Counselor I, in Case Management, Supportive Living Program, and **Stacey Gregg**, Support Technician, in the Medical Services Unit.

At Mental Retardation and Family Development Services (MRFD), **Chris O'Handley** and **Karen Harding** have both joined MR as Case Manager III.

**Cynthia Williams** has joined Board Administration as Medical Records Technician in Medical Records.

We welcome each of you to the Norfolk CSB family and hope that you will enjoy your time here. 🐾

—Valerie Glassman  
Administrative Assistant, Human Resources



## It happened at Bute Street



Annie and Aaron Tran and son Derek were the guests of honor at a baby shower given on July 11th at Bute Street.



The Board honored a very surprised **Peggy Crutchfield** with a beautiful luncheon to celebrate her 25th anniversary with the CSB. Peggy was also honored by Board Members at their June meeting.



**Chery Davidson**, Nurse Coordinator at the Mental Health Program of Assertive Community Treatment, recently played midwife to her schnauzer **Annabelle**.

The sole survivor of a litter of seven, little **Pooh Bear** went into full cardiac arrest on day three. Fortunately, Cheryl was there to give him CPR and was able to save him. This newest addition to the family has gotten stronger every day, under the tender care of Cheryl, her daughter **Jennifer**, and Annabelle.

## ◀ The things we do when we're not at the office

**Nicole Dixon** of Human Resources and her husband **Eddie** recently finished laying their own 450 square foot patio. Nicole made and dyed her own paving stones for the project, which took 17,000 pounds of sand [gasp!] to get the job done. ▶



**Shelia Banks** of Supportive Living just returned from a week in Dubai, visiting her husband **Joseph**. That ship-like structure behind them was their hotel. ▶



## Length of service

Congratulations to the following staff members who celebrate the anniversary of their employment with Norfolk CSB in

### August

#### Fifteen Years

Felita Davis  
Joycelyn Jones

#### Twelve Years

Fran Anderson

#### Eleven Years

Robert Cheek

#### Ten Years

Vanessa Claytor

#### Nine Years

Leslie Culbertson

#### Seven Years

Mary Aab  
Shelia Banks

#### Six Years

Edith Payne  
Michele Martin  
Marla Newby

#### Five Years

Kerry Boone-Savinsky  
Diana Toner  
Marvin Solomon  
Don Spalding

#### Four Years

Jeremy Stowell  
Nicole Dixon  
Gloria Miller  
Takecha Jones

#### Three Years

Raymond McEvoy  
Diane Szabo

#### Two Years

Albert Henry  
Jennifer Aguado  
Shyrielane Watson  
Zenobia Lewis-Marrow  
Carolyn Brown

#### One Year

Autumn Bohannon  
Suzanne Davis

### September

#### Thirty Years

Brenda Wise

#### Twenty-One Years

Ruby Hoyt

#### Eighteen Years

Mary Measmer

#### Fifteen Years

Gloria Cook  
Tony Crisp  
Esther Pugh

#### Thirteen Years

Brad Lazernick  
Carol Nelson  
Dawn Mejstrik

#### Eleven Years

Ruth Cherry

#### Seven Years

Geraldine Bacani

#### Five Years

Clarice Judge  
Marty Phillips  
Diana Benson

#### Four Years

Paul Fergeson  
Steve Stewart  
Diana Tucker

#### Three Years

Cheyenne Wesley

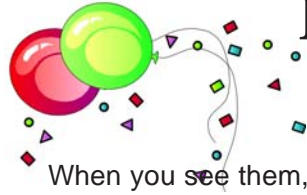
#### Two Years

Bonita Evans-Gray  
Naomi Riddick  
LaTanya Grove

—Valerie Glassman

Administrative Assistant  
Human Resources

**Note:** Jackie Robinson celebrated 17 years of employment with the Board in July.



## Birthdays at the Board

When you see them, say Happy Birthday to these staff members who celebrate their birthdays in

### August

Leslie Lopes (1)  
Jackie Schaeede (5)  
Carolyn Beale (7)  
Valarie Herron (11)  
Brenda Dutton-Smith (12)  
Dennis James (13)  
Joycelyn Jones (14)  
George Callender (15)  
Pamela Holloway (16)  
Jackie Robinson (17)  
Shenell Cooper (18)  
Belinda Ensley (18)  
Diana Tucker (18)  
Nell Holley (20)  
Penny Witcher (22)  
Mary Aab (23)  
Sandy Johnson (23)  
Karen Fowlkes (28)  
Tina Salley (28)  
Barbara Carter (29)  
Alberta Fennell (31)

### September

Felicia Laws (2)  
Sarah Fuller (3)  
Dawn Hall (3)  
Gail McLemore (3)  
Sheryl Dial (5)  
Cathy Rosenberry (5)  
Trish Weller Fowler (6)  
Richard Allen (7)  
Shelia Banks (9)  
Carol Sandloop (9)  
Chris O'Handley (10)  
Patricia Beale (11)  
Gordon Lucas (12)  
Rene Faulkner (13)  
Willa King (14)  
Madoka Moroe (14)  
Jennifer McElwee (19)  
Kat Cannady (21)  
Sheila Rogan (21)  
Martha Shurts (21)  
Pamela Bishop (22)  
Carl Brockett (24)  
Annette Tackett (25)  
Edith Payne (26)  
Alice Newton (27)

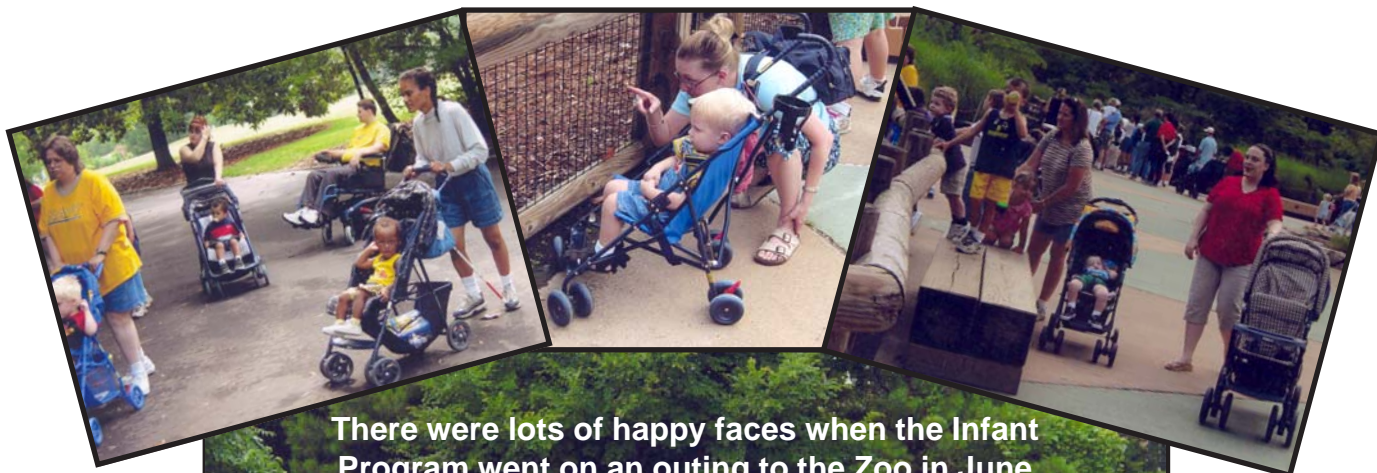
—Valerie Glassman

Administrative Assistant, Human Resources

## Case Managers

Case Managers are asked to be sure they accompany clients who are receiving eyeglasses to the LensCrafters store.





There were lots of happy faces when the Infant Program went on an outing to the Zoo in June



Our own talented Pawnee Brady, of Medical Records, painted this delightful scene from the Hundred Acre Wood on the wall of the children's corner in the Opioid Treatment Program reception area. Vivienne Popko of Board Administration donated the Winnie the Pooh table, chair and stool.



Tim Capoldo was surprised by a party to celebrate winning his Master's Degree in Public Administration.

CARFI is the gentle mascot who guides us through the uncharted waters of Norfolk CSB's quest to achieve accreditation of its Opioid Treatment Program by CARF (The Commission on Accreditation of Rehabilitation Facilities)

*Employee Assistance Program*

1-800-327-3257

or 398-2374



**Tim's Graduation**



**Peggy's  
25th  
Anniversary**



**Derek's  
Baby Shower**



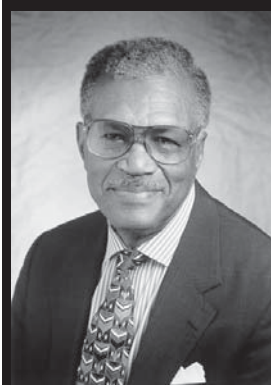


# Norfolk Community Services Board 2003 Board of Trustees



**Thomas S. Weaver**

Joined the Board in October 1997 and became Board Chair on January 1, 2002. He is Chair of the Administration & Resources Committee. He is a retired Naval officer and college professor.



**H. McDonald Rimple, M.D.**

Joined the Board in October 1997 and became Vice Chair on January 1, 2002. He is the retired Director of the Norfolk Health Department, and former Assistant Surgeon General of the United States.



**Arthur S. Kaplan, M.D.**

Joined the Board in August 1998 and became Secretary on January 1, 2001. He is a retired physician.



**Russell D. Evett, M.D.**

Joined the Board in May 2000 and became Treasurer on January 1, 2002. He is a retired physician.



**Robert H. Armstrong**

Joined the Board in January 1995 and was Board Chair from January 1999 through December 2000. He is a retired business owner and long-time mental health advocate.



**Paul M. Lipkin**

Joined the Board in January 1995. He is a member of the Community & Governmental Relations Committee.



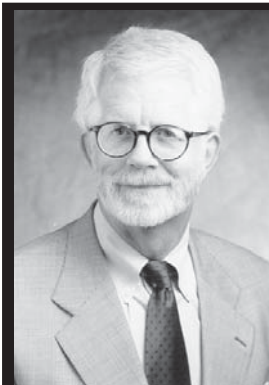
**Muriel Perry**

Joined the Board in January 1995. She is a retired educator and long-time mental health advocate.



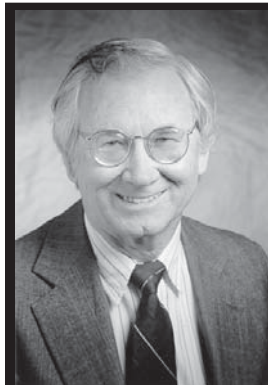
**Martha C. Smith**

Joined the Board in April 1997 and was Secretary from January 1999-December 2000. She is a long-time mental health advocate.



**John J. O'Keefe, III**

Joined the Board in April 1997 and is Chair of the Community & Governmental Relations Committee. He is a partner with Outland, Gray, O'Keefe & Hubbard and has been active in civic affairs.



**Roger L. Frost, C.P.A.**

Joined the Board in October 1997 and was Treasurer from December 1998 through December 2001. He is a retired partner with the accounting firm of Goodman and Company.



**Linda Horsey, Ed.D.**

Joined the Board in July 2001. She is a counselor with The Therapy Center, is a consultant to the Department of Social Services, and is an adjunct professor at Norfolk State University.



**Timothy Coyle**

Joined the Board in July 2001. He is an attorney with Crenshaw, Ware & Martin.



Photograph is not available at this time

**Jacqueline Scott Sharpe**

Joined the Board in October 2002. She is Volunteer/Victim Coordinator for the Department of Corrections, Community Corrections; founder and President of Victims Against Crime, Inc.; and founding member of Hampton Roads Coalition Against Crime.



**Linda B. McCluney, Ph.D.**

Joined the Board in February 2003. She previously served on the Board from 1987-1992, and was Board Chair from 1990-1992. She is the Dean of Academic Affairs, Joint Forces Staff College.



**Crystal Purnell-Dunn**

Joined the Board in April 2003. She is Office Administrator (Tidewater Office) for Virginia Premier Health Plan, Inc. She is an advocate for mental health and substance abuse treatment.